

## **DMHRSi CAC Enforcement Creates Significant Drop in MHS Help Desk Tickets**

*Thanks to the successful Common Access Card enforcement of the Defense Medical Human Resources System internet, calls to the Military Health System Service Help Desk have dropped dramatically. Since DMHRSi was CAC-enforced in April, the MHS Help Desk Excellence Dashboard shows an increasing decline in calls for DMHRSi assistance.*

DHSS Program Executive Officer Dan Magee says CAC enforcement of DMHRSi is having a profound effect on the MHS. "Among the MHS transaction systems, DMHRSi has the largest user base and ease of entry into that system is critical. By allowing users to access the system with their CAC, and avoid the userid/password combination, we have addressed one of the major customer complaints and reduced a huge workload from the MHS Help Desk for password resets," Dr. Magee said.

MHS Service Desk Manager Dave Mills agrees. In an e-mail to DHSS Resources Support Director Ric Edwards,

Mills wrote, "Attached is a chart showing the current month's Top 15 open incidents for

the MHSSD Excellence Dashboard. The significance here is that DMHRSi has not been the number one opened incident at the service desk (usually by a factor of two). While we may not be out of the woods yet, I am warming up for the victory dance."



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## **TMA Team Excellence Award Presented to Aurora Team for Multi-Million Dollar Action**

*TRICARE Management Activity Deputy Director Navy Rear Adm. Christine Hunter presented the first TMA Team Excellence Award to the Improper Payment Evaluation Section of the TMA Aurora Operations Division for actions resulting in more than \$7.5 million in cost savings for TRICARE. The award was received by Kenneth Jacobs, Chief, Performance Evaluation and Transition Management Branch; Navy Cdr. Jeffrey Trowbridge, Chief, Improper Payment Evaluation Section, and Program Analyst Karla Johnson-Griffith.*

Using the DHSS TRICARE Encounter Data Auditing capability, the team developed and implemented a highly efficient government sampling methodology to quickly identify select TRICARE claims for review. Using advanced statistical techniques, the team designed a targeted sampling approach which requires a smaller and more efficient sample size under the TRICARE Claims Review Services contract that achieved an overall cost savings of more than \$7.5 million.

## TRICARE Online Demonstrated In Electronic Health Record Showcase

*The capabilities of TRICARE Online were presented during the Defense Health Information Management Systems Electronic Health Record Showcase.*

The Military Health System patient Web portal was demonstrated at Charleston, S.C. Air Force Clinic on May 10; at Portsmouth, Va., Naval Hospital on May 17, and at Langley, Va., Air Force Hospital on May 19.



TRICARE Online is the online gateway to MHS beneficiary services.

Beneficiaries can schedule appointments for themselves and their family members at military treatment facilities, refill prescriptions, review and download their personal health data, complete and submit health risk assessments, and collect information about medical benefits and health research.

For more information about TRICARE Online and its Blue Button capability, please visit [www.tricareonline.com](http://www.tricareonline.com).

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"Let me be the first to 'pre-congratulate' you and your team on your efforts here. In addition, Janet Johnson and Allison Hyacinth as our DHSS counterparts during the (CAC) changeover, kept us in the loop during the entire process. These two folks, along with Tier 3 vendor Curtis Shelton were instrumental in making the transition a smooth one, for both the users, and the MHS Service Desk as the first line of support for the application. This effort, given its size and affected user population, I don't think could have realistically gone any smoother."

DMHRSi was built in support of the MHS Human Capital Strategic Plan Goal 1 for a unified information management enterprise-wide view of MHS human capital. It is a Web-based product using the Oracle e-Business Suite Human Resource Management System and the Discoverer Plus Reporting Tool. The application has 23 data interfaces and is deployed to over 600 military medical sites and 170,000 users worldwide. Its reporting and tracking modules include manpower, personnel, labor cost, education and training, and readiness. For more information about DMHRSi, visit <http://bit.ly/g803mM>.

# Computerworld Honors Program Laureate Awards for MHS Learn and DOD/VA Healthcare Data Synchronization

*The Defense Health Services Systems MHS Learn and the DOD/VA Healthcare Data Synchronization Program have been named Laureates in the Class of 2011 Computerworld Honors Program.*

MHS Learn, the military health systems global enterprise learning management system, was nominated by Planned Systems International in the category of Training and Education for the awareness tools and Web-based training it hosts on Virtual Iraq, a virtual reality exposure therapy for wounded warriors. The DHSS DOD/VA Healthcare Data Synchronization Medical Product Databank was nominated by Oles Communications in the Collaboration category. MEDPDB standardizes product data across the supply chain, plays a key role in reducing costs, and is on target to save the DOD and VA \$154 million annually by 2014.

For over two decades, The Computerworld Honors Program has recognized individuals and organizations that create and use information technology to promote and advance public welfare, contribute to the greater good of society, and change the world for the better. The 2011 award categories are:

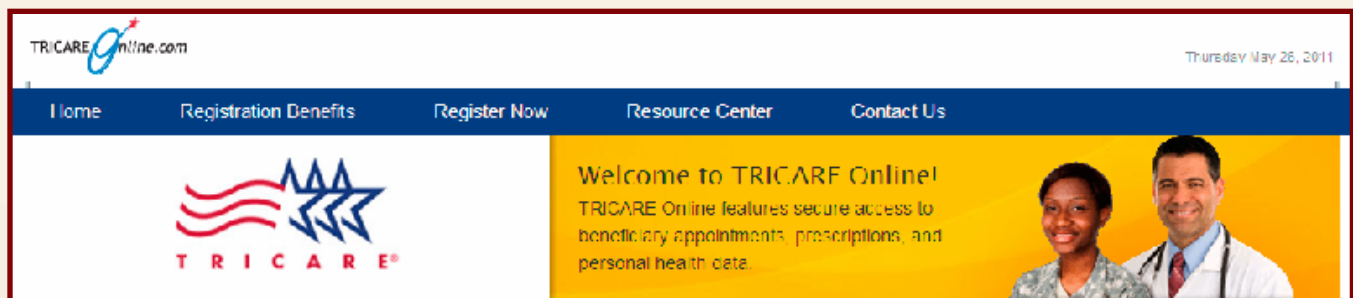


- Business Responsiveness
- Collaboration
- Digital Access
- Economic Opportunity
- Emerging Technology
- Environment
- Health
- Human Services
- Innovation
- Safety & Security
- Training/Education

The 2011 Laureates will be recognized during a Laureate Medal Ceremony June 20 in Washington, D.C. During this ceremony, case studies are formally inducted into the program's International Archives, and honorees receive a medallion inscribed with the Program's mission, "A Search for New Heroes."

Additional honors are given to 55 21st Century Achievement Award finalists— five Laureates from each of the categories—to represent outstanding innovation within the information technology field. The 21st Century Achievement Award is given to one finalist in each category as special recognition by the program judges as the very best among their peers.

# How to Schedule Appointments Using TRICARE Online



*TRICARE Online offers convenient anytime, anywhere access to appointment scheduling for TRICARE beneficiaries and their families. Available 24/7, TRICARE Online users can schedule, view, or cancel appointments for themselves, other adult family members, and minor children 18 years or younger. Simply follow these instructions:*

1. Go to [www.tricareonline.com](http://www.tricareonline.com)
2. Log on using a Common Access Card or a Department of Defense Self-Service Logon.
3. Click onto the Appointment Center on the TRICARE Beneficiary home page.
4. Click the "Select Family Member" drop-down tab and click the "Go" button to view or cancel active appointments.
5. Click "Visit Reason," from the Appointment drop-down list to schedule a new appointment.
6. Choose an available appointment for yourself or an eligible family member.
7. Confirm the date, time, provider, and appointment location. Type in the reason for the appointment.

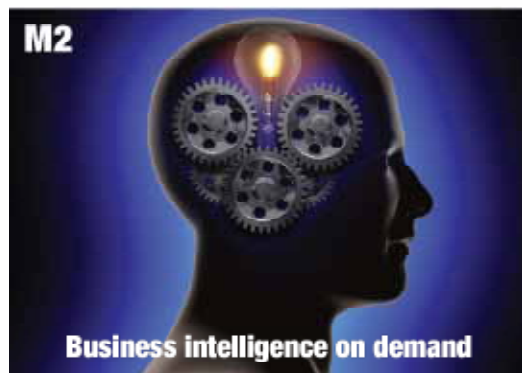
For additional help or guidance, please call the TRICARE Online Customer Service Desk at 1-800-600-9332. To register for a TRICARE Online account or to find more information about its capabilities, please click <https://www.tricareonline.com/portal/page/portal/TricareOnline/Security%20Disclaimer>

## M2 Users Urged to Begin Transitioning Individual Reports Objects

*All M2 users are encouraged to begin transitioning individual reports that use objects in the Professional Encounter class from the Standard Ambulatory Data Record sub class of Direct Care to objects in the Comprehensive Ambulatory/Professional Encounter Record. The SADR production and processing will end at the beginning of Fiscal Year 2012.*

Also, after Sept. 30, M2 users will no longer have the ability to refresh M2 reports built with version 5.1.7 objects. Users are encouraged to begin building new M2 reports in the M2 Business Objects XI application instead of version 5.1.7.

For additional information or assistance, please contact the MHS Service Desk at 1-800-600-9332.



### Editor

Jo Carol Torrez

### Designer

Hazel Cajusay-Scherch

### Contributors

Marge Bowar, Ric Edwards, Janet Johnson, Sarah Marcinko, LaShonda Matthews, Ginge Sivigny, and Pam Steptoe.

### Program Executive Officer

Dr. Dan Magee

### Deputy Program Executive Officer

Mike Veasey

### Deputy Program Managers

**Clinical Support:** Jenna Noble

**Medical Logistics:** COL Chris Harrington

**Resources:** Mike Smith

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